

LBCC - How to setup your Bookings Account v1.0

This document has been created to help support customers who have migrated to or have been newly added to the Long Buckby Community Centre Bookings system (Lemon) by a LBCC staff member

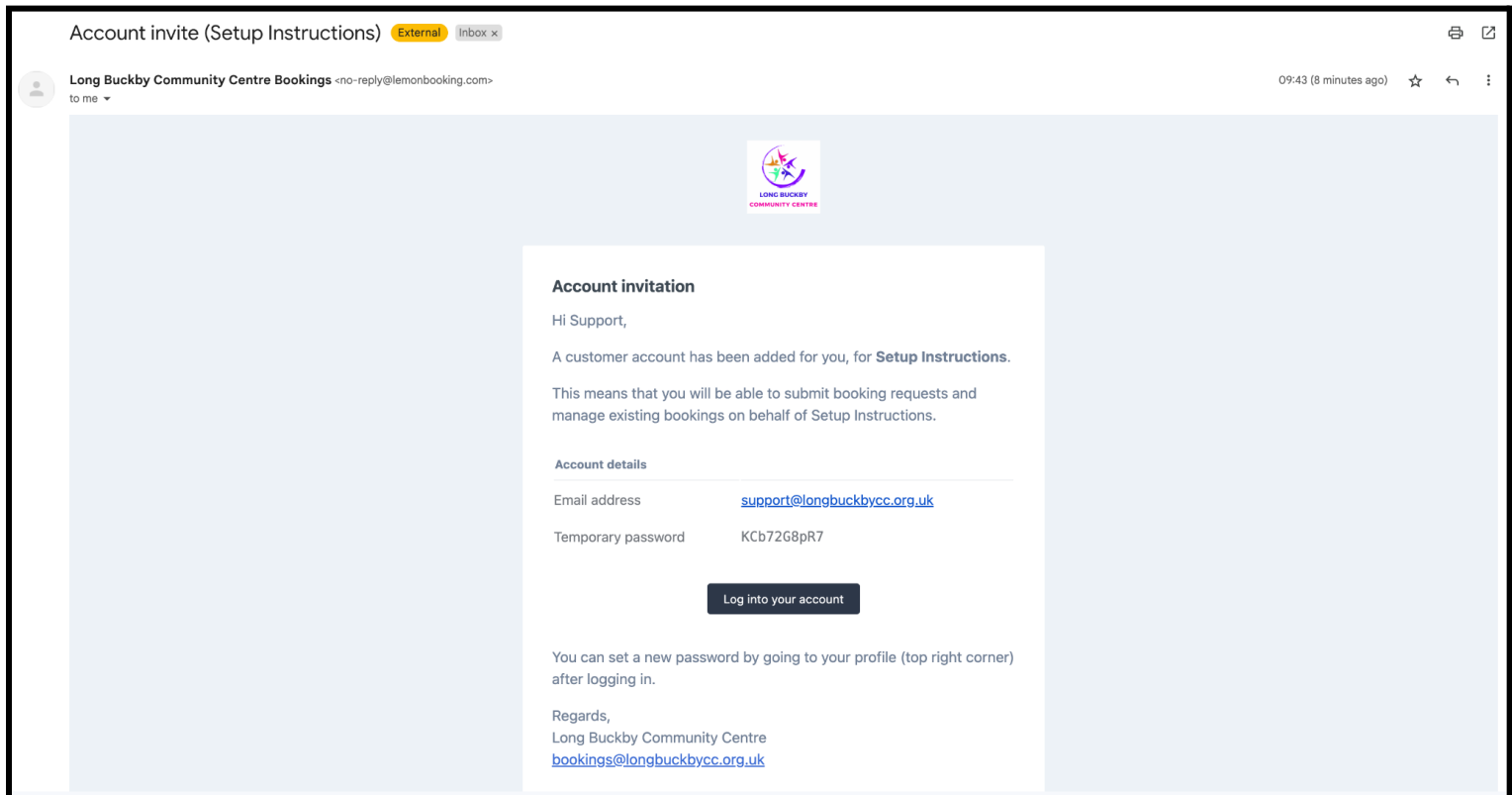
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1. Initial Setup

In order to access our new booking system, a member of the Long Buckby Community Centre (LBCC) will have had an initial conversation with you and informed you that they will be or have already set up your account on our new booking system (Lemon).

As part of this process, they will have setup your account with a primary contact which will include with it, an email address. Once the LBCC member has setup your account, you should expect to receive an **“Account invite (Setup Instructions)”** email. It will look something like this:



You can see this email will content the following information:

- Your primary account holder first name
- Details on setting up your account
- Your primary account email address
- A Temporary password, **make note of this as you will need it for step 2**

In order to proceed to setup your bookings account, please click on the Log into your account button and move to step 2 of this document:

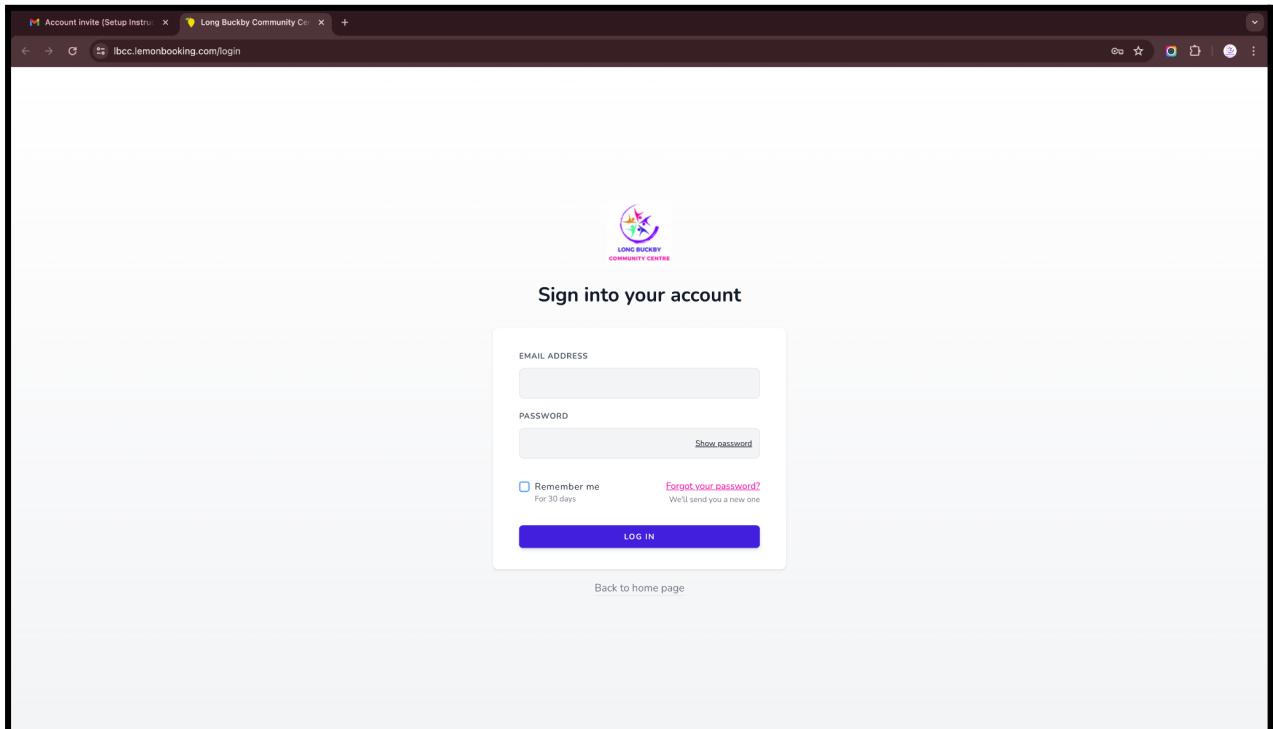
Log into your account

If the login button is not working, please proceed to: <https://lbcc.lemonbooking.com/login>

If you did not get the invite email, please go to [step 4 No Invite Email](#).

2. First Login

When you click on the log into your account from your invite email you should be redirected to our login page which looks like this:



Account Invite (Setup Instru... x Long Buckby Community C... x +

ibcc.lemmonbooking.com/login

LONG BUCKBY
COMMUNITY CENTRE

Sign into your account

EMAIL ADDRESS

PASSWORD [Show password](#)

☐ Remember me
For 30 days

[Forgot your password?](#)
We'll send you a new one

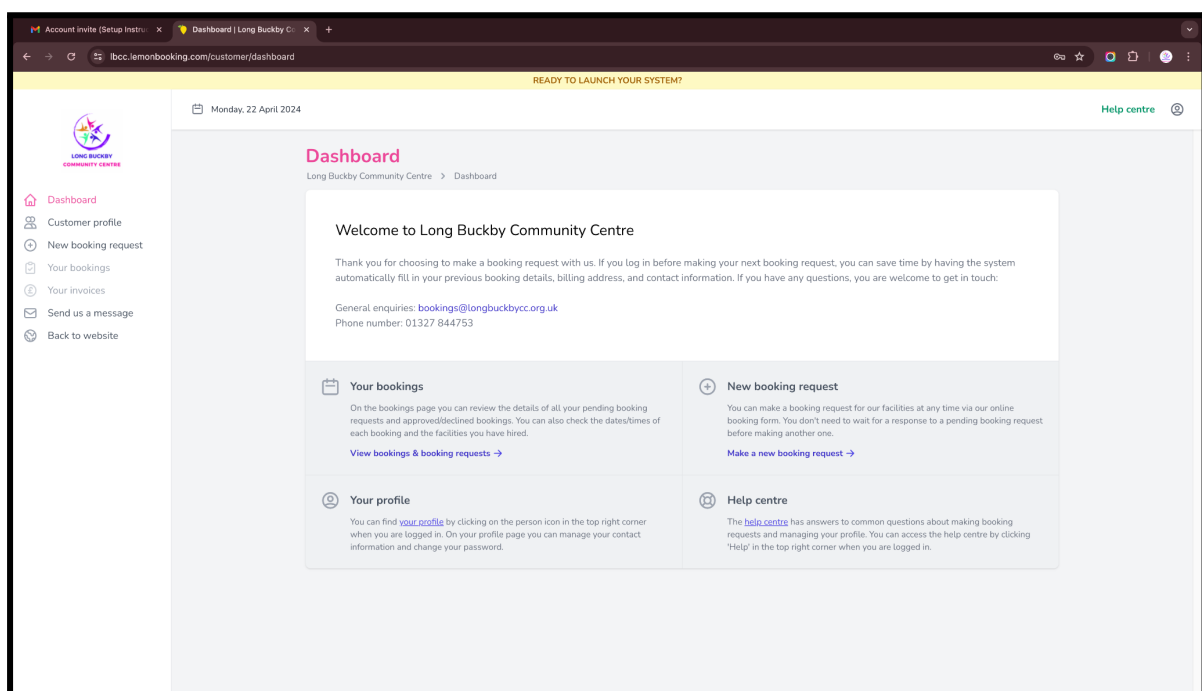
LOG IN

[Back to home page](#)

From the first step you will need the following:

- Primary account email address
- Temporary password

Please enter the above information into the 2 fields and select Log In. Upon successful login you should see the following account dashboard screen:



Account Invite (Setup Instru... x Dashboard | Long Buckby C... x +

ibcc.lemmonbooking.com/customer/dashboard

READY TO LAUNCH YOUR SYSTEM?

Monday, 22 April 2024

Help centre

LONG BUCKBY
COMMUNITY CENTRE

Dashboard

Long Buckby Community Centre > Dashboard

Welcome to Long Buckby Community Centre

Thank you for choosing to make a booking request with us. If you log in before making your next booking request, you can save time by having the system automatically fill in your previous booking details, billing address, and contact information. If you have any questions, you are welcome to get in touch:

General enquiries: bookings@longbuckbycc.org.uk
Phone number: 01327 844753

Your bookings

On the bookings page you can review the details of all your pending booking requests and approved/declined bookings. You can also check the dates/times of each booking and the facilities you have hired.

[View bookings & booking requests →](#)

New booking request

You can make a booking request for our facilities at any time via our online booking form. You don't need to wait for a response to a pending booking request before making another one.

[Make a new booking request →](#)

Your profile

You can find [your profile](#) by clicking on the person icon in the top right corner when you are logged in. On your profile page you can manage your contact information and change your password.

Help centre

The [help centre](#) has answers to common questions about making booking requests and managing your profile. You can access the help centre by clicking "Help" in the top right corner when you are logged in.

Dashboard

Customer profile

New booking request

Your bookings

Your invoices

Send us a message

Back to website

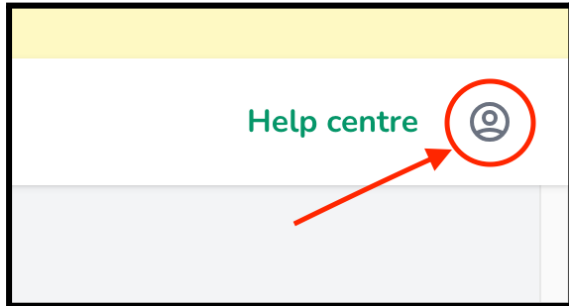
If you are unable to login for any reason, please go to the [reset password step](#) and follow those instructions.

If you are not getting any emails in relation to your invite or password reset email from our booking system, please contact us for support either via email at bookings@longbuckbycc.org.uk or on 01327 844753.

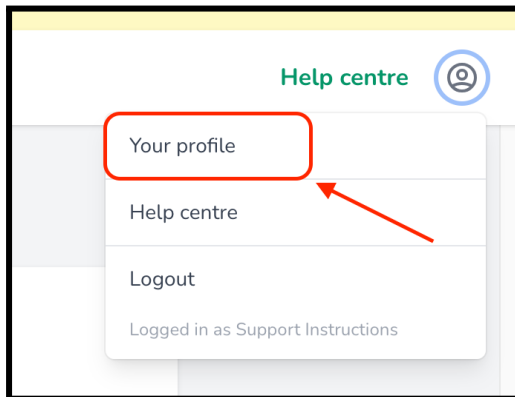
We strongly recommend changing your password after you have first logged in from the temporary one given to you by the system. To do this please proceed to the next step [3. Change Password](#).

3. Change Password

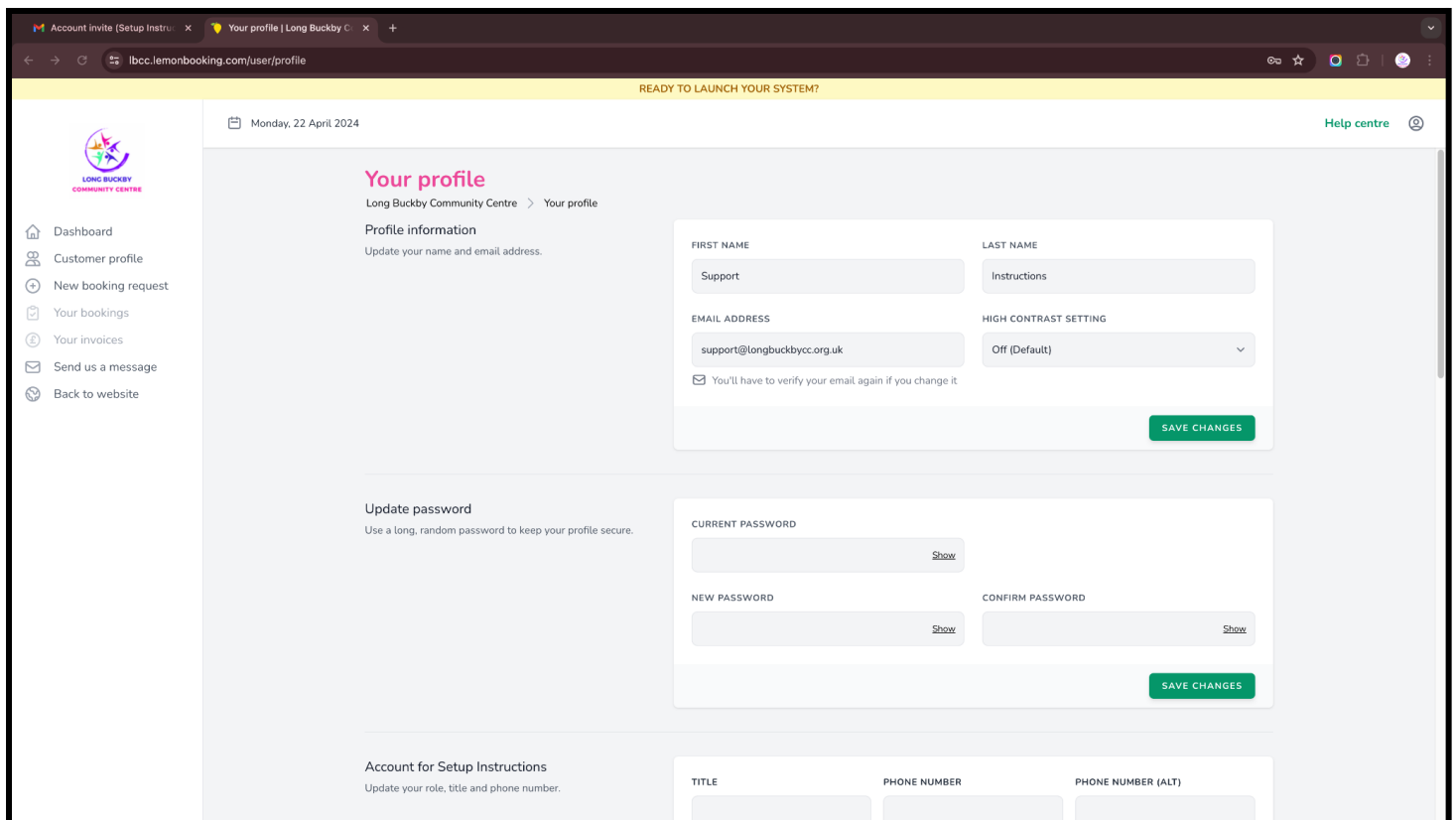
Upon successful login it is **strongly recommended** that you change your password from the temporary one given by the bookings system. To do this, (assuming you are already logged in, if not please login) please select your profile icon in the top right as shown below:



The select the “Your profile” section as shown below:



You should now be on the Your Profile page as shown below:



Account Invite (Setup Instru... x Your profile | Long Buckby C... x +

ibcc.lemonbooking.com/user/profile

READY TO LAUNCH YOUR SYSTEM?

Monday, 22 April 2024

Help centre

Your profile

Long Buckby Community Centre > Your profile

Profile information

Update your name and email address.

FIRST NAME: Support

LAST NAME: Instructions

EMAIL ADDRESS: support@longbuckbycc.org.uk

HIGH CONTRAST SETTING: Off (Default)

☒ You'll have to verify your email again if you change it

SAVE CHANGES

Update password

Use a long, random password to keep your profile secure.

CURRENT PASSWORD: [Show](#)

NEW PASSWORD: [Show](#)

CONFIRM PASSWORD: [Show](#)

SAVE CHANGES

Account for Setup Instructions

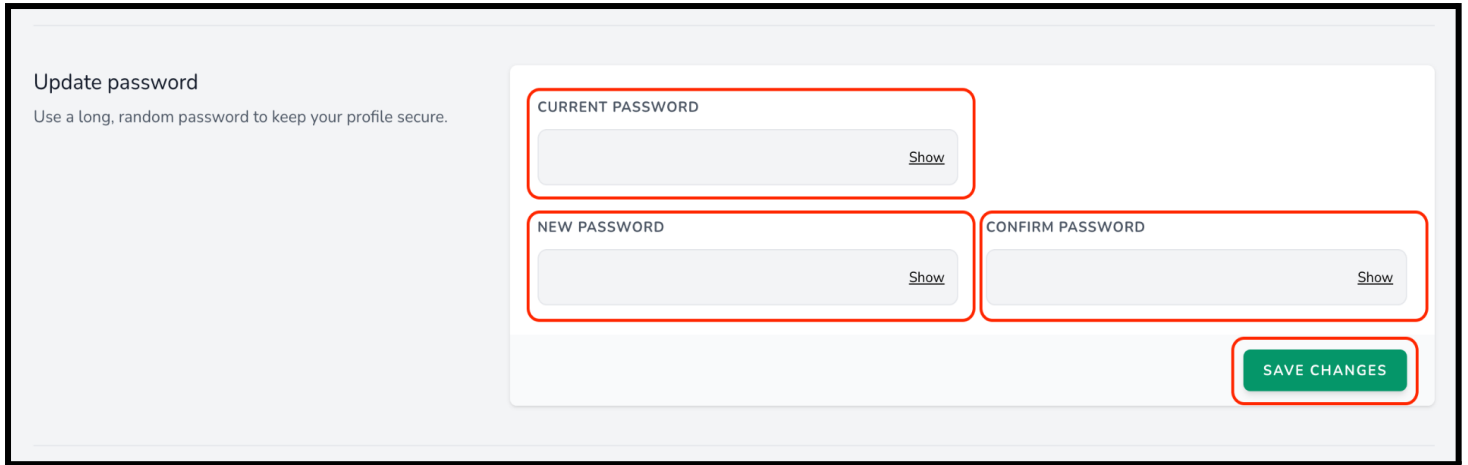
Update your role, title and phone number.

TITLE:

PHONE NUMBER:

PHONE NUMBER (ALT):

Scroll down to the “Update password” section and enter your temporary (or current) password in the “Current Password” field. You can then enter a new password in the “New Password” and “Confirm Password” fields:



The screenshot shows a web form titled "Update password" with the instruction "Use a long, random password to keep your profile secure." The form contains three input fields: "CURRENT PASSWORD", "NEW PASSWORD", and "CONFIRM PASSWORD". Each field has a "Show" link to its right. A green "SAVE CHANGES" button is located at the bottom right of the form. Red rectangular boxes are drawn around each of the three input fields and the "SAVE CHANGES" button to highlight them.

Once done, **remember to click “Save Changes”**.

Note you will **not** get any confirmation message to confirm the password was changed successfully. However, if there are any issues with your passwords, on clicking of Save Changes, you will be informed of any errors to rectify.

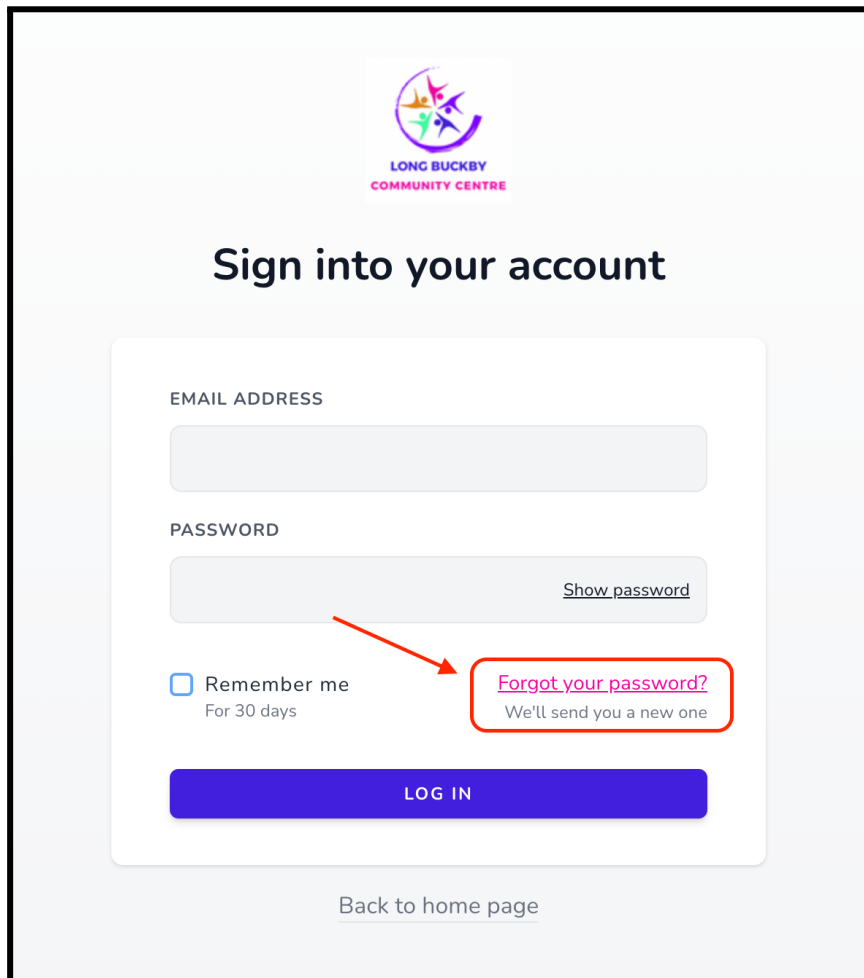
4. Password Reset / No Invite Email Account Access

If you have not been able to login successfully from step 2 using your temporary password or did not receive your **“Account invite (Setup Instructions)”** email from step 1 then please follow this process to access your account.

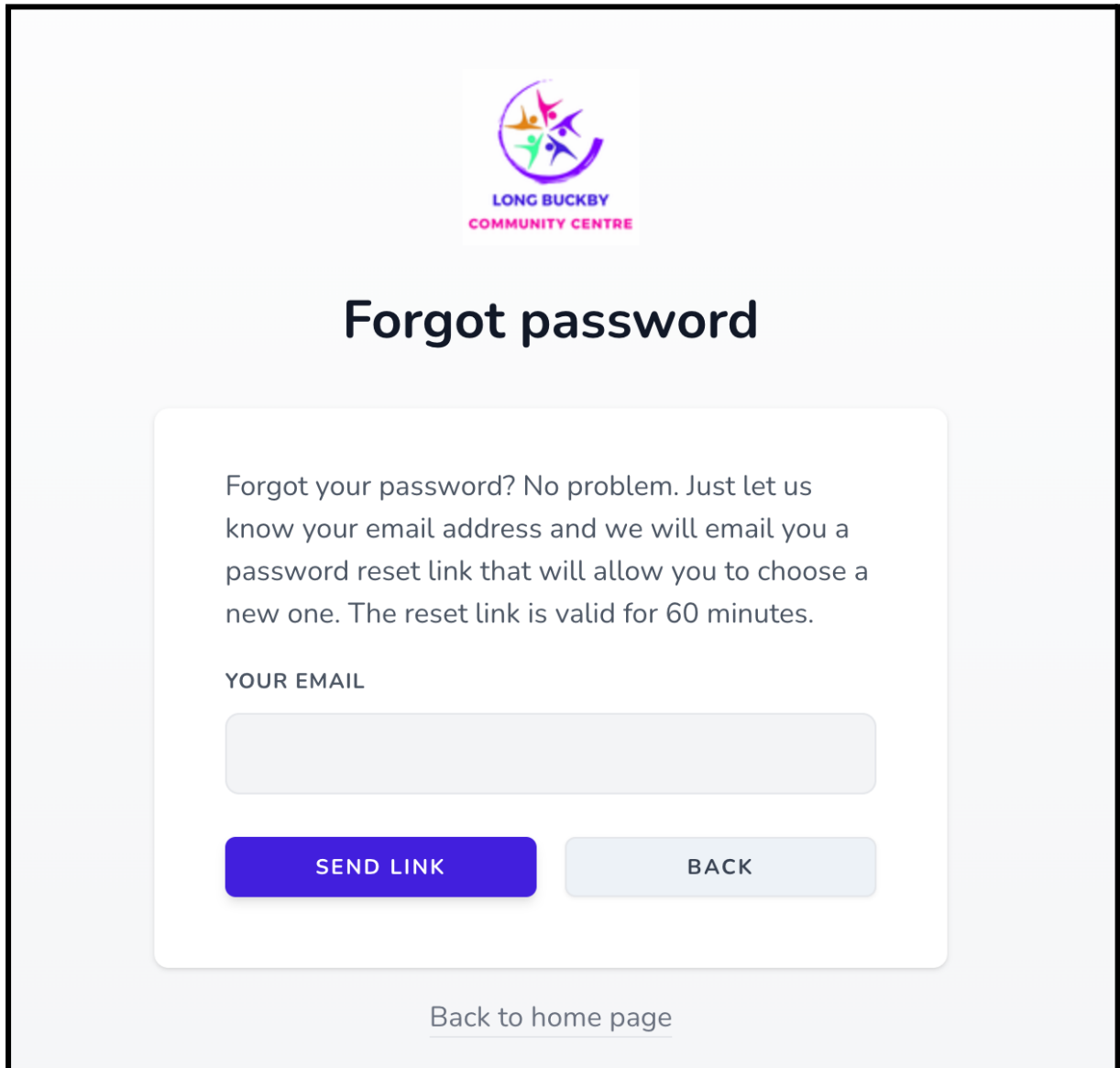
Please go to: <https://bcc.lemonbooking.com/> and click on the Log In button in the top right of the page:



You will then see the login screen as shown below. Please click on the Forgot your password? Link:



You will then see the following screen:

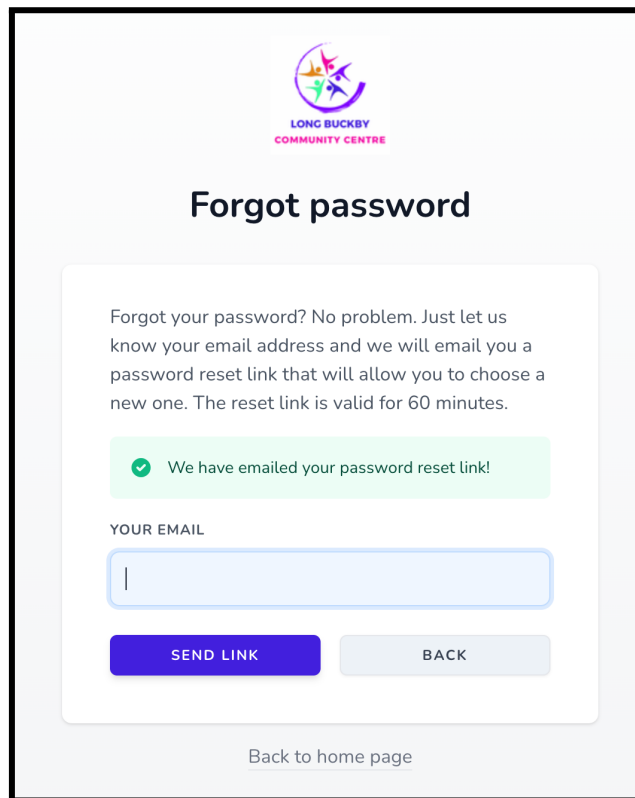


The screenshot shows a web page with the Long Buckby Community Centre logo at the top. Below the logo is the heading "Forgot password". Underneath is a text box explaining the password reset process: "Forgot your password? No problem. Just let us know your email address and we will email you a password reset link that will allow you to choose a new one. The reset link is valid for 60 minutes." Below this text is a label "YOUR EMAIL" followed by a large, empty text input field. At the bottom of the form are two buttons: a blue "SEND LINK" button and a light blue "BACK" button. Below the buttons is a link that says "Back to home page".

Please enter the **primary contact email address** which was setup for you during the account creation by the LBCC member. You must be able to access the inbox for this email in order to receive the reset password email link. This will only be valid for 60 minutes once you hit the Send Link button.

If you do not receive the reset email in your inbox, please make sure to check your junk/spam folder. If you still cannot find the email, please contact us for support either via email at bookings@longbuckbycc.org.uk or on 01327 844753.

Once you click on send link and the email is correct, you will see the message as shown below confirming a reset link has been sent:



The screenshot shows a web interface for the Long Buckby Community Centre. At the top is the logo. Below it is the heading "Forgot password". A text block explains the password reset process. A green success message states: "We have emailed your password reset link!". Below this is a label "YOUR EMAIL" and an empty text input field. At the bottom are two buttons: "SEND LINK" (blue) and "BACK" (grey). A link "Back to home page" is at the very bottom.

LONG BUCKBY
COMMUNITY CENTRE

Forgot password

Forgot your password? No problem. Just let us know your email address and we will email you a password reset link that will allow you to choose a new one. The reset link is valid for 60 minutes.

✓ We have emailed your password reset link!

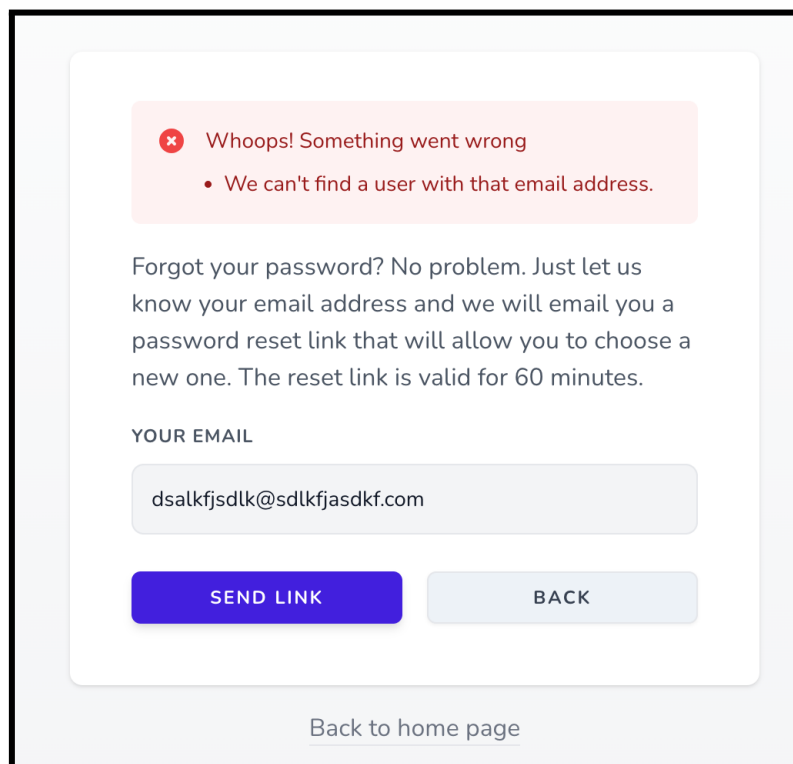
YOUR EMAIL

SEND LINK BACK

[Back to home page](#)

Please be patient, the ***"Password reset notification"*** email can take up to 5 minutes to arrive.

If the email address you entered is not correct and does not match an account, you will get the following error message:



The screenshot shows the same web interface as before, but with an error message. A red box at the top says: "Whoops! Something went wrong" followed by a bullet point: "We can't find a user with that email address." Below this is the same explanatory text and "YOUR EMAIL" label. The text input field now contains the email address "dsalkfjsdlk@sdlkfjasdkf.com". The "SEND LINK" and "BACK" buttons are still present. The "Back to home page" link is at the bottom.

✗ Whoops! Something went wrong

- We can't find a user with that email address.

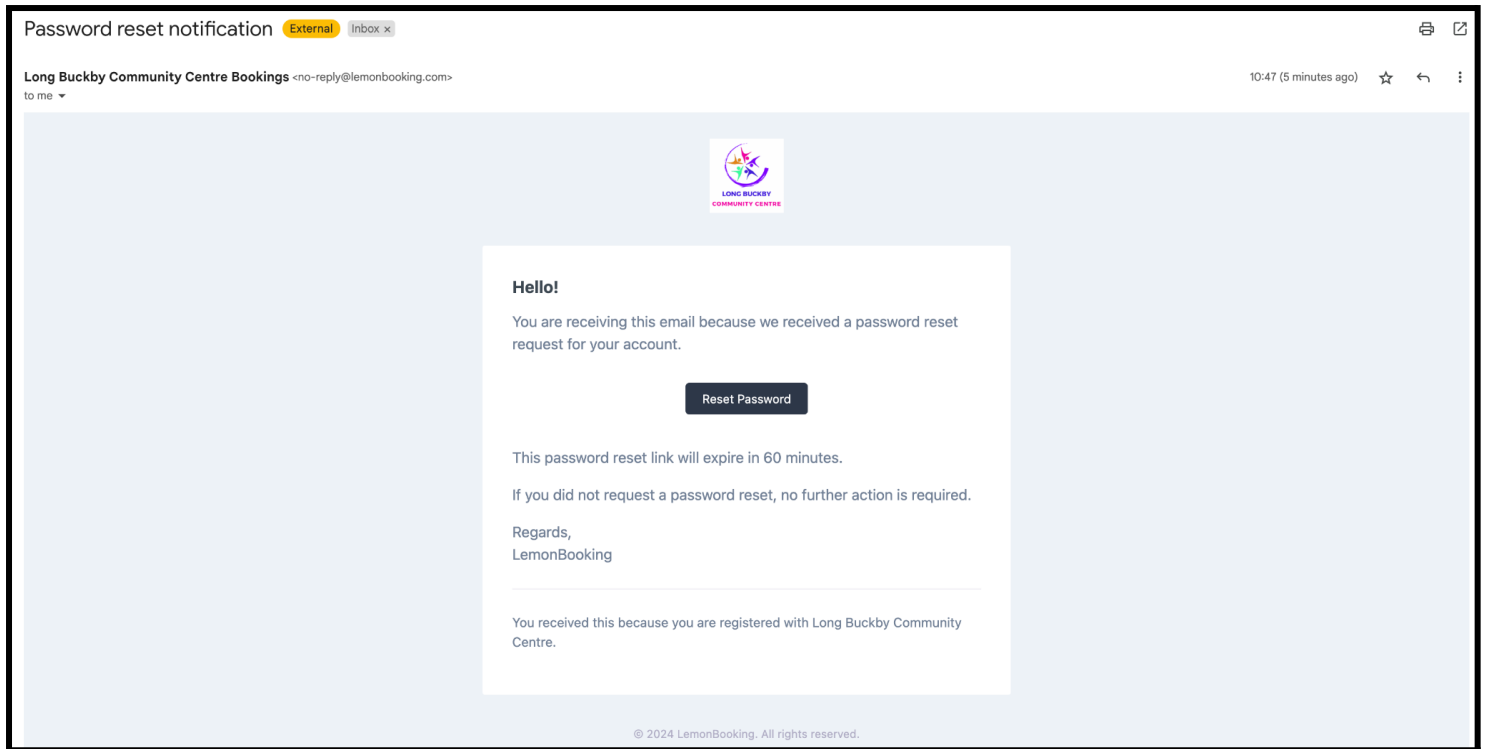
Forgot your password? No problem. Just let us know your email address and we will email you a password reset link that will allow you to choose a new one. The reset link is valid for 60 minutes.

YOUR EMAIL

SEND LINK BACK

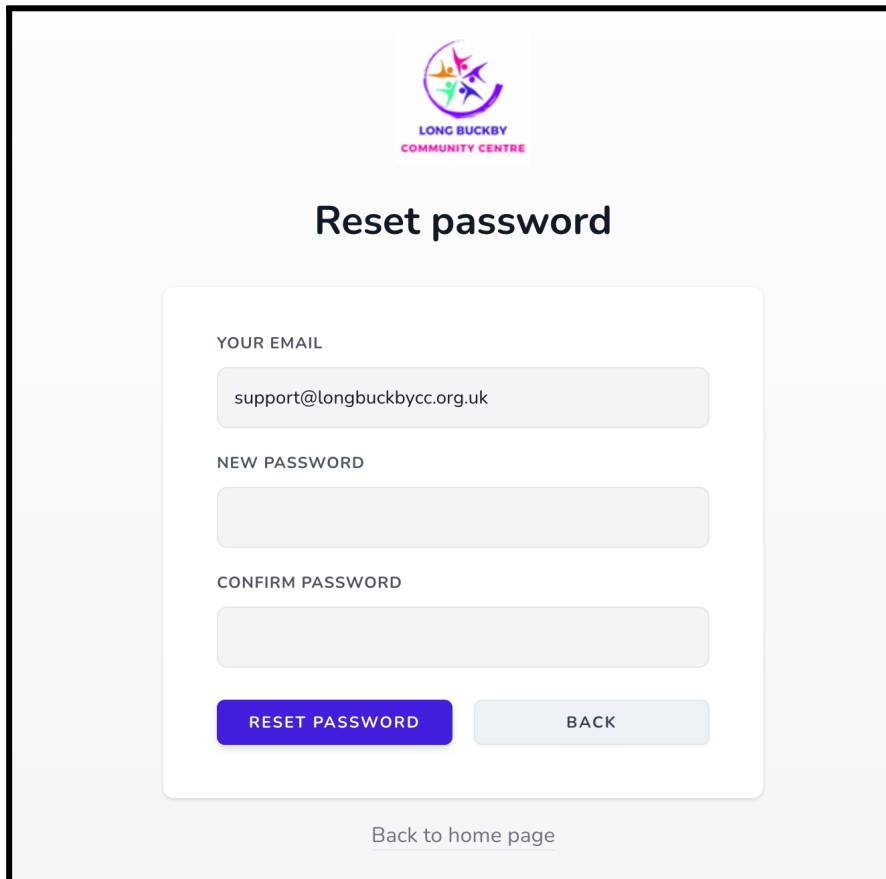
[Back to home page](#)

Once you have received your **“Password reset notification”** email it should look something like this:



Remember, you only have 60 minutes from the time you selected to send this email to reset your password and gain access to your account.

Click on the Reset Password button in the email. If you have done this in time, then you should get the following page:



The screenshot shows a web page for resetting a password. At the top is the Long Buckby Community Centre logo. Below the logo is the heading "Reset password". The form contains three input fields: "YOUR EMAIL" with the value "support@longbuckbycc.org.uk", "NEW PASSWORD", and "CONFIRM PASSWORD". At the bottom of the form are two buttons: "RESET PASSWORD" (in blue) and "BACK" (in light blue). Below the form is a link "Back to home page".

Please enter a new password and confirm your new password in the 2 password fields. Once you have entered your password, click the reset password button. Note your password must be at least 8 characters long in order to be accepted.

Once you've successfully entered a valid password, you should be redirected to the login page with a messaging confirming your password has been successfully reset:



Sign into your account

✓ Your password has been reset!

EMAIL ADDRESS

PASSWORD

Show password

☐ Remember me
For 30 days

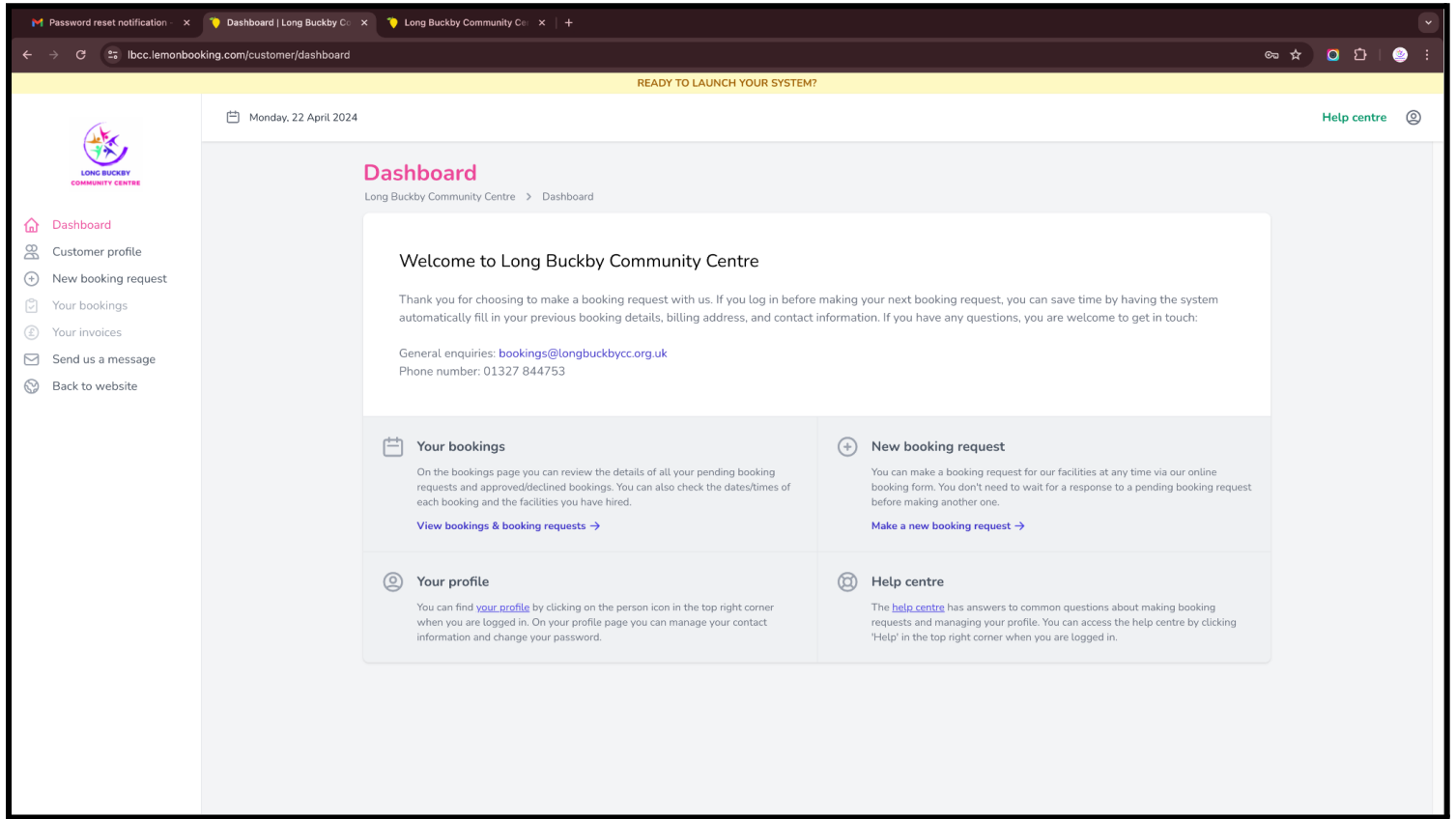
[Forgot your password?](#)
We'll send you a new one

LOG IN

[Back to home page](#)

Please enter the primary contact email address which you used to receive the reset link and the new password you just created. Then click the login button.

If successful, you should now be logged into your bookings account and see your account dashboard as shown below:



The screenshot shows a web browser window with the URL lbcc.lemonbooking.com/customer/dashboard. The page has a yellow header bar with the text "READY TO LAUNCH YOUR SYSTEM?". Below the header, the date "Monday, 22 April 2024" is displayed on the left, and a "Help centre" link with a person icon is on the right. The main content area is titled "Dashboard" and includes a breadcrumb trail "Long Buckby Community Centre > Dashboard".

Welcome to Long Buckby Community Centre

Thank you for choosing to make a booking request with us. If you log in before making your next booking request, you can save time by having the system automatically fill in your previous booking details, billing address, and contact information. If you have any questions, you are welcome to get in touch:

General enquiries: bookings@longbuckbycc.org.uk
Phone number: 01327 844753

The dashboard is divided into four main sections:

- Your bookings**: On the bookings page you can review the details of all your pending booking requests and approved/declined bookings. You can also check the dates/times of each booking and the facilities you have hired. [View bookings & booking requests →](#)
- New booking request**: You can make a booking request for our facilities at any time via our online booking form. You don't need to wait for a response to a pending booking request before making another one. [Make a new booking request →](#)
- Your profile**: You can find [your profile](#) by clicking on the person icon in the top right corner when you are logged in. On your profile page you can manage your contact information and change your password.
- Help centre**: The [help centre](#) has answers to common questions about making booking requests and managing your profile. You can access the help centre by clicking 'Help' in the top right corner when you are logged in.

A left-hand sidebar contains navigation links: Dashboard, Customer profile, New booking request, Your bookings, Your invoices, Send us a message, and Back to website.

5.LBCC Support Contact

Remember if you are struggling to access your account or need additional support, please don't hesitate to contact us.

Please contact us for support either via email at bookings@longbuckbycc.org.uk or on 01327 844753.